

From: robin brown
To: Microsoft ATR
Date: 1/24/02 12:47pm
Subject: Dear Sirs,

Dear Sirs,

I'm writing today to express my support for Microsoft and ask that you not impose sanctions on this company. I used Microsoft's products every day by choice and have derived nothing but benefit from them. In no way am I prevented from using other companies products, I simply choose to use Microsofts because they fulfill my needs better.

In particular, I use Microsoft's hotmail service, its free email provider. I signed up in 1998, and have used it continuously since then. This has been my lifeline to my friends and family when I have been abroad and has been a great benefit to me. All I have received from AOL has been a continuous supply of unwanted CDs entreating me to sign up for AOL. I have several icons on my computer screen that I've never been able to remove because of software that installed the icons for AOL without my consent. I object to this, and this is the main reason that I will have nothing to do with AOL's products. If AOL feels they are losing market share to Microsoft's products, they should look to their own business practices before they blame Microsoft.

Microsoft's hotmail has been provided for me for free. Would you impose sanctions that would force me to use a fee based service because Microsoft's free email supposedly damages its competitors? What about the damage that imposing sanctions would do to individuals like me?

Microsoft is a competitive company that has embodies the american idea of competition and success. Restraining it with the jealousy of unsuccessful competitors will only damage the public. Please leave Microsoft alone.

Best regards,

Robin Brown

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